

# DoD Preferred Commercial Lodging Hotel Fact Sheet

January 2022

The DoD Integrated Lodging Program (ILP) began as a pilot in 2015 and became a permanent program in December 2020 with the 2021 National Defense Authorization Act (NDAA). The ILP directs DoD travelers on official business to stay in Government (DoD), Public-Private Venture (PPV), or DoD Preferred Commercial Lodging facilities at select locations. This program ensures that travelers are: staying in quality lodging facilities close to their temporary duty (TDY) locations, protected from certain fees, and offered amenities at no additional cost, in addition to paying rates that are below per diem.

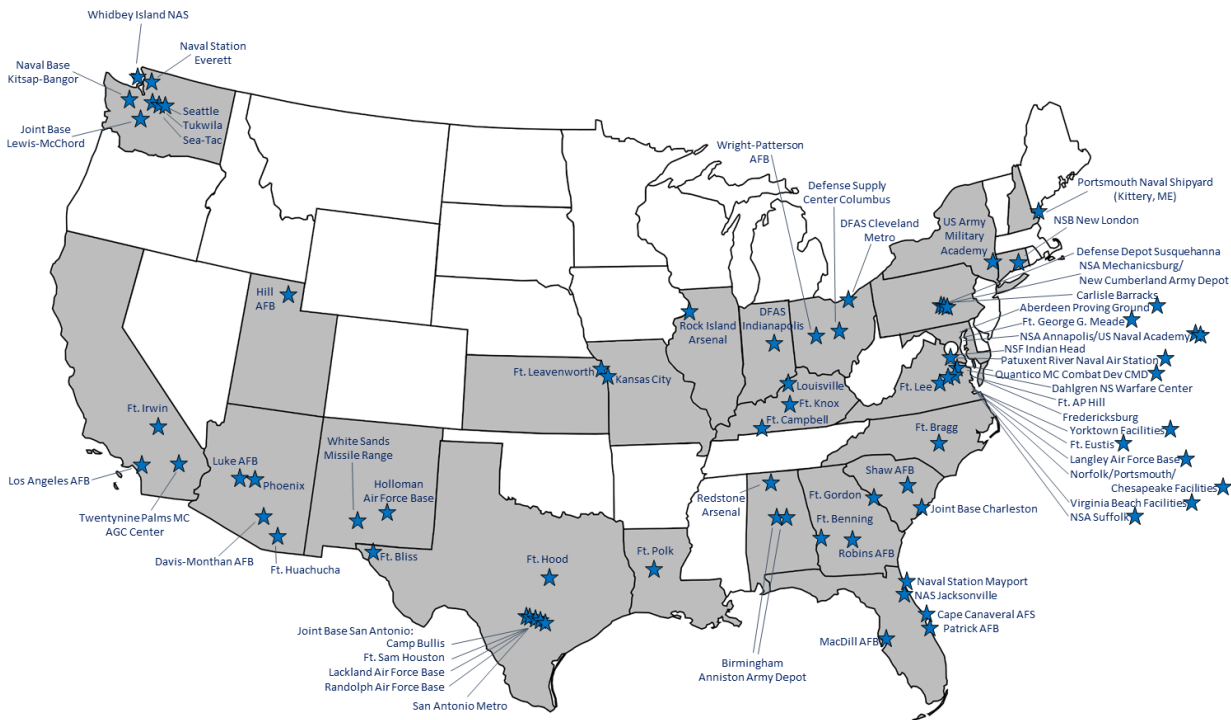
## About DoD Preferred Commercial Lodging

- Participating locations are determined by identifying where demands for room nights exceed the available lodging capacity at the military installation and/or there is a need to have adequate lodging available, when DoD lodging at a military installation is not available. There are also several sites that are not connected with any military installations, but where DoD travel demand is in sufficient volume to implement DoD Preferred Commercial Lodging.
- To be selected to participate in DoD Preferred, hotels must meet specific quality, safety and security, and financial protection standards.
- Reservations for DoD Preferred hotels are made through DoD On-Line Booking tools or by contacting a Travel Management Company directly.
- In rare circumstances, a DoD traveler might contact a property directly. When this happens, hotels must extend the DoD Preferred rate to these travelers; however, the hotel may request proof of official travel such as payment with a Government Travel Charge Card or presentation of a travel authorization.
- Travelers who have an official Government Travel Charge Card will use it to settle all lodging expenses.

## Supporting Policy

The Joint Travel Regulations (JTR) requires travelers who are traveling on official business to select locations, known as ILP sites, to stay in Government (DoD), Public-Private Venture (PPV), or DoD Preferred Commercial Lodging facilities before other commercial options. If directed program lodging is available and a traveler chooses to stay in another hotel, the lodging cost reimbursement is limited to what the government would have spent if directed lodging was used. This means that travelers could pay for excess lodging expenses out of pocket by staying in lodging outside of the program.

## DoD Preferred Commercial Lodging Sites



## Frequently Asked Questions

### 1. How can my hotel participate as a DoD Preferred Commercial Lodging property?

First, check to make sure your property is located at one of the DoD Preferred locations (See DoD Preferred Commercial Lodging Sites, above). If it is, send an inquiry to DoD Preferred ([hotels@dodpreferred.com](mailto:hotels@dodpreferred.com)) asking when the new RFP will be distributed for participation. If your hotel is not at a current site, DoD Preferred is not available; however, additional sites may be added in the future.

### 2. What are the standards my property must meet in order to be considered for DoD Preferred?

In order to be considered for participation in DoD Preferred, your property must meet the following requirements:

- Have a valid FEMA code
- Hotel name on the FEMA National List that matches the exterior signage at the property
- A minimum 2 Crown Northstar Travel Media rating or equivalent AAA Diamond rating
- 24-hour security monitoring via video monitoring of the property or 24/7 on-site personnel who have been trained in emergency security protocols
- Cancellation policy of 4:00 pm (or later) on day of arrival

- No early check-out fees
- No minimum stay requirements, day of week restrictions, or deposits
- No service or resort fees, unless the traveler requests and uses these services
- Compliance with the Americans with Disabilities Act (ADA) and the Virginia Graeme-Baker Act (pool suction entrapment avoidance)
- Primary room access must be through an interior corridor or, if exterior, through controlled-access entry, like a courtyard
- Non-smoking rooms offered
- Well-lit hallways, parking lots, and public spaces
- Deadbolts, safety chains, and door viewers
- A fire evacuation plan
- Compliance with walk policy
  - Secure comparable room at a DoD Preferred property, provide transportation, pay for one phone call, and pay one-night difference between original and new room cost
  - If another DoD Preferred property is not available, the hotel must agree to secure a comparable room at a non-participating FEMA-approved property, provide transportation, pay for one phone call, and pay for one night (room & tax)
- Accept Smart Pay 3® Travel Card (VISA)
- DoD Preferred rate of 10% or greater below per diem in each season
- Last Room Availability (LRA) for all standard rooms offered for the program
- Accepted DoD Preferred rates loaded in the GDS must be at or below published BAR, published government, and other public rates available for federal government travelers on official business
- Load rates in both Sabre and Worldspan
- Communicate tax exemption status, provide exemption forms, and refund applicable taxes paid on tax- exempt stays, if applicable
- Report feedback received from DoD Preferred travelers; report walked travelers
- Report and pay the 1.50% participation fee on every consumed room night
- Submit monthly data reports due by the 20th of each month (Check-In Date, Check-Out Date, Total Amount, Rate Paid, Parking Fee Paid, Internet Access Fee Paid, Confirmation Number, Method of Payment, Method of Reservation, Sabre GDS Code)
- In each guestroom, provide complimentary internet and cable or satellite TV, clock radio, and individual temperature control

### **3. If my hotel is accepted, how long will it be in DoD Preferred?**

Acceptance into DoD Preferred is for the calendar year only. Hotels must re-apply each year and acceptance for the next year is not guaranteed. Additionally, participating hotels are monitored

throughout the year for quality, safety, and security. Hotels may be removed from DoD Preferred based on failure to meet these requirements.

#### 4. When do I load my DoD Preferred rates?

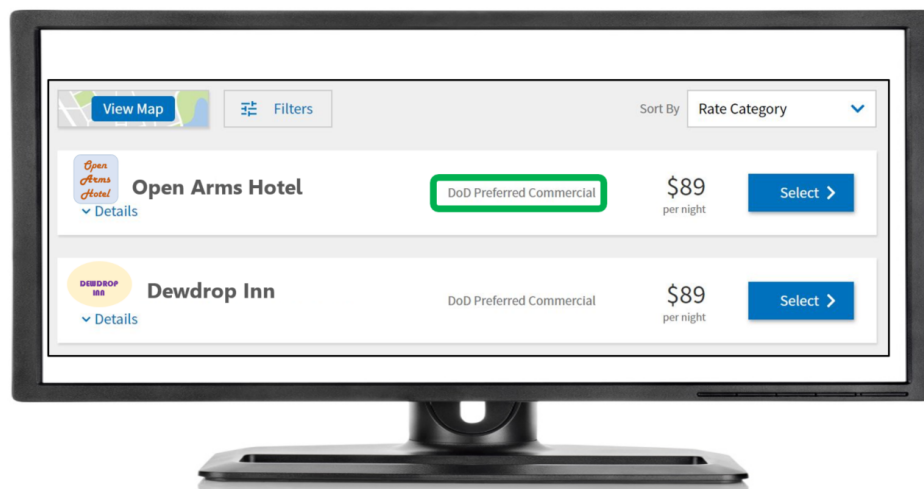
Once you have been accepted as a DoD Preferred property, you will receive instructions for rate loading. Instructions are specific to selected properties. Properties that are not accepted into the program for the year, and have rates loaded, will be considered “squatters.”

#### 5. How does the DoD Preferred Program deal with “squatters”?

When squatters are detected, the property and brand are directed to remove their rates immediately. In the event of an on-going issue, the brand has the potential of being removed from the DoD Preferred Program all together.

#### 6. How does my DoD Preferred commercial property display in the Defense Travel System?

Travelers are automatically routed to the appropriate type of lodging based on the travel destination entered and DoD policy. If the travel location is an ILP site, DoD Preferred Commercial properties are clearly marked and displayed according to rate from lowest to highest.



#### 7. How do travelers see my property's added value amenities?

Travelers can see amenities as part of the “Additional Lodging Info” link on the DTS lodging page, which pulls from the rate description entered into the Global Distribution System (GDS). Any additional information you would like travelers to know should be included in the rate description you enter in the GDS.

**8. How can I tell if a DoD traveler is really staying on official business?**

Reservations booked for the DoD Preferred rate via the DTS or TMC are official travel. In most cases, DoD travelers will pay for their stay with a SmartPay Government Travel Charge Card, which also indicates that they are traveling on official business. These cards are issued by Citibank and can be identified by the first four numbers of the account (4486 or 4614). For more information on identifying an official Travel Card, see the [Quick Reference for Vendors](#).

**9. My hotel is not in a state that provides tax exempt status to Government travelers, but your travelers are insisting that they are exempt. What do I do?**

You can refer the travelers to our YouTube video which addresses state sales tax exemptions: [click here](#). Or scan the QR code.

You can also point travelers to the GSA SmartPay State Tax Information website for more information on tax-exempt states: [smartpay.gsa.gov](https://smartpay.gsa.gov). You may also want to keep printouts of the QR code and the GSA map of tax-exempt states at the front desk to provide travelers who are not aware your property is in a tax-exempt state.

**10. What do I do if travelers say my DoD Preferred commercial property is not displaying in the DoD booking tool? They want to book my hotel but cannot see my property.**

DTS displays hotels in rate order, lowest to highest. If your rates are higher than others in your DoD Preferred site, the traveler will need to scroll down to find your listing.

You may want to advise the traveler to verify that they are in the “DoD Preferred Commercial Lodging” section. If you are an approved property with available DoD Preferred Commercial Lodging rooms on those dates, and still not available in the “DoD Preferred Commercial Lodging” section, see our [Tips for Hotels: Resolving Hotel Display Issues](#) video on the Defense Travel Management Office YouTube channel: [click here](#). Or scan the QR code.



Reasons DoD Preferred Commercial properties may not display include:

- Temporary suspension due to a rate or traveler issue
- Your hotel was sold out for the requested travel dates
- The traveler entered some search criteria that excluded your hotel

**11. My hotel is not a DoD Preferred commercial property and travelers tell me that it is not displaying in the DoD booking tool. Do I have to be a DoD Preferred Commercial hotel to display? They want to book my hotel but cannot see my property.**

If the location entered in DTS is an ILP site, hotels that are not participants in DoD Preferred display in DTS separately from the DoD Preferred Commercial properties. If the traveler declined the directed lodging, the traveler will not be reimbursed for any room rate/tax charges that exceed what the government would have paid at the directed lodging. If your property is not at an ILP site, your hotel should still be visible and bookable as a commercial option. Verify that you have a FEMA number and that your property name listed with FEMA matches your property name with Cirium and Sabre, confirm that you have government rates loaded, and confirm that you have availability for the dates searched. If after verifying this information, your property is still not displaying, refer to our video tutorial at the Defense Travel Management Office YouTube channel: [click here](#). Or scan the QR code.



#### **12. Does the DoD booking tool allow for group bookings?**

At this time, group bookings for DoD Preferred properties are not made through the DoD booking tool. The travel organizer should follow their normal procedures for booking groups and send a request to the Travel Management Company, who will contact the hotel to make arrangements.

#### **13. A traveler in my hotel is asking for more information about DoD Preferred Commercial.**

You can print and provide the traveler with the “[Integrated Lodging Program Traveler Fact Sheet](#).”

#### **14. What kind of guest feedback do you collect and share?**

Every traveler who books a DoD Preferred stay receives a questionnaire. We share ratings and guest comments with hotels on a regular basis.

## **Resources**

If you would like to know more about the DTMO and the ILP (Integrated Lodging Program), including DoD Preferred, visit the DTMO website at: <http://www.defensetravel.dod.mil/site/lodging.cfm> or email [hotels@dodpreferred.com](mailto:hotels@dodpreferred.com)

Tips for Hotels YouTube Playlist:

<https://youtube.com/playlist?list=PLRfZhCjDw0DVGBLVqp-4gl38zTyBh-h-U> or scan the QR code.

GSA SmartPay Quick Reference for Vendors:

[https://smartpay.gsa.gov/sites/default/files/downloads/19-00259\\_SmartPay\\_SmartTax\\_Vendor\\_Guide\\_508C%282%29.pdf](https://smartpay.gsa.gov/sites/default/files/downloads/19-00259_SmartPay_SmartTax_Vendor_Guide_508C%282%29.pdf)

ILP Traveler Fact Sheet: [https://www.defensetravel.dod.mil/Docs/ILP\\_Traveler\\_Fact\\_Sheet.pdf](https://www.defensetravel.dod.mil/Docs/ILP_Traveler_Fact_Sheet.pdf)

